How to submit a Hardware Request or Return

Article Summary

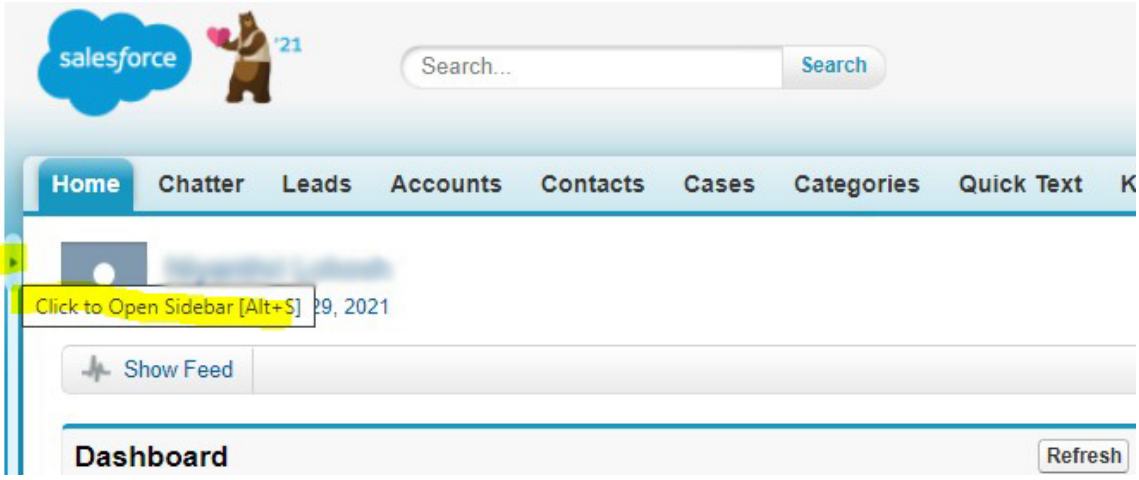
Effective April 1, 2021, this process can be used by Employees who are requesting any of the following items: laptop, desktop, monitor or office phone.
Currently only Managers can submit requests for their respective teams.

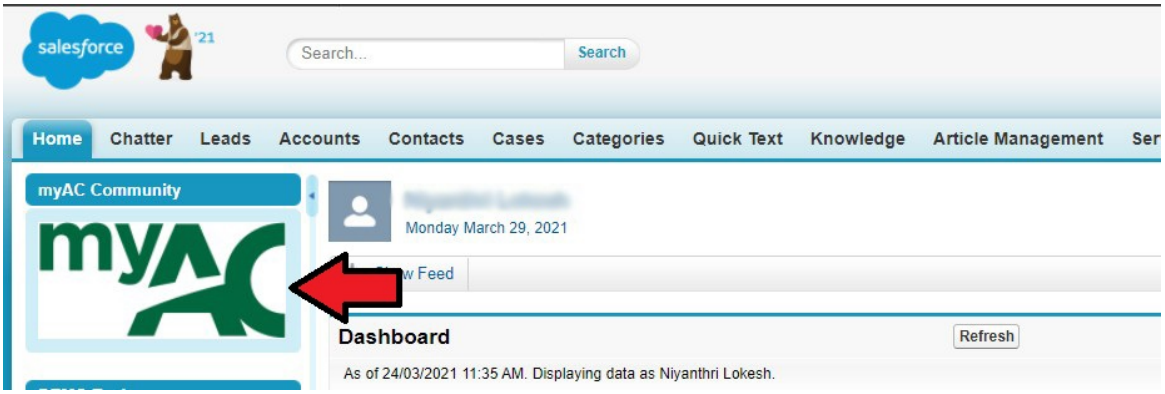
Instructions

*****NOTE: Users should be connected to VPN to submit a Hardware Request**

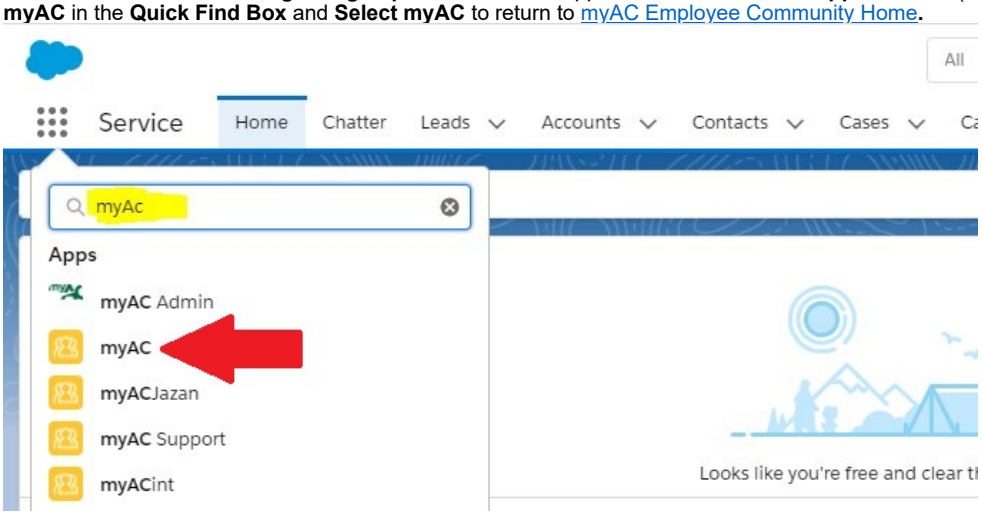
1. Access the myAC Employee Community Home via a web browser and Login using your AC credentials.

2. **If** redirected to **Salesforce Classic**: On the upper left corner, **open the sidebar** and **Click** on the **myAC Logo** to return to myAC Employee Community Home. Otherwise (you stayed on the myAC page), continue to step 3.

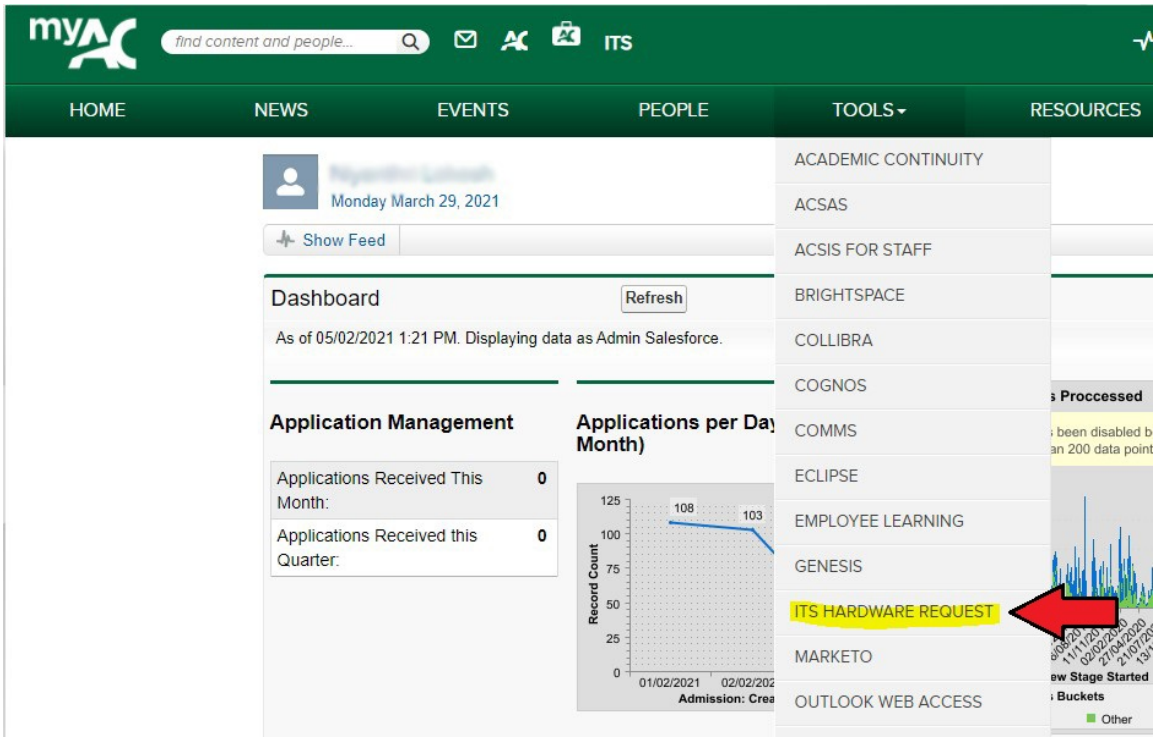




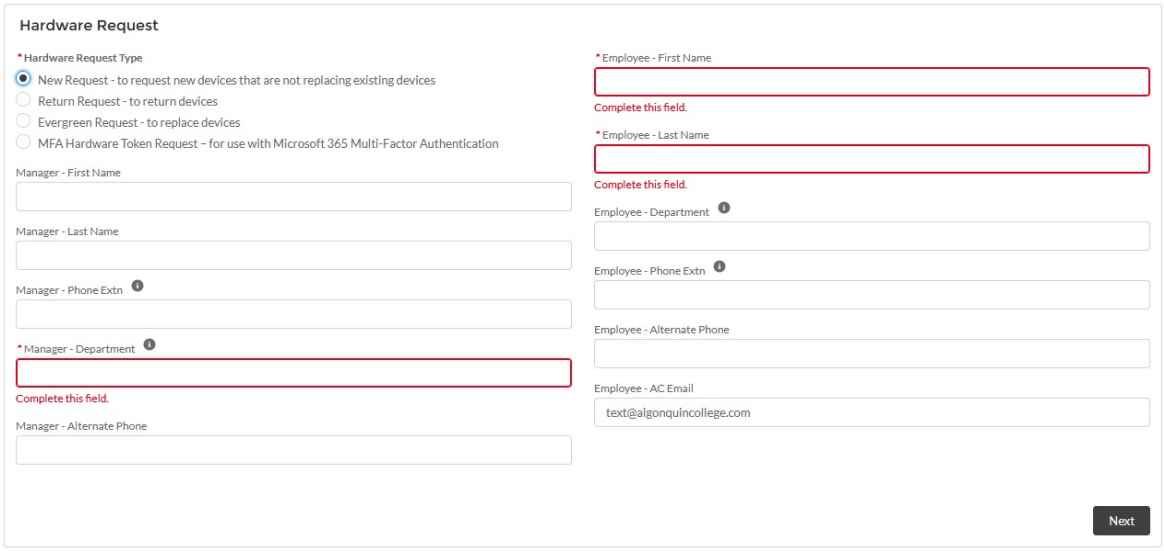
If redirected to **Salesforce Lightning Experience:** On the upper left corner, **click** on **AppLauncher** (box of dots). Type in **myAC** in the **Quick Find Box** and **Select myAC** to return to [myAC Employee Community Home](#).



3. Click on **Tools,** and select **ITS Hardware Requests.**

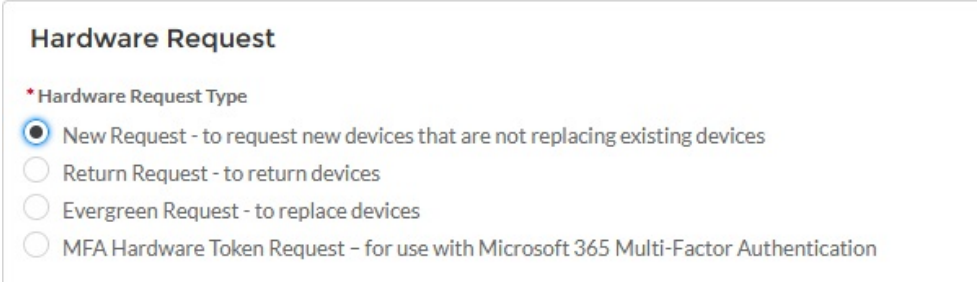


4. You will then be redirected to the Hardware Request Form. The first page of the form is the same for all types of Hardware Requests.


Hardware Request
* Hardware Request Type
New Request - to request new devices that are not replacing existing devices
Return Request - to return devices
Evergreen Request - to replace devices
MFA Hardware Token Request – for use with Microsoft 365 Multi-Factor Authentication
Manager - First Name
Manager - Last Name
Manager - Phone Extn
* Manager - Department
Complete this field.
Manager - Alternate Phone
* Employee - First Name
Complete this field.
* Employee - Last Name
Complete this field.
Employee - Department
Employee - Phone Extn
Employee - Alternate Phone
Employee - AC Email
text@algonquincollege.com
Next

5. Select the **Hardware Request Type**

    a. New Request – to request new devices that are not replacing existing devices
    b. Return Request – to return devices
    c. Evergreen Request – to replace devices
    d. MFA Hardware Token Request - for use with the Microsoft 365 Multi-Factor Authentication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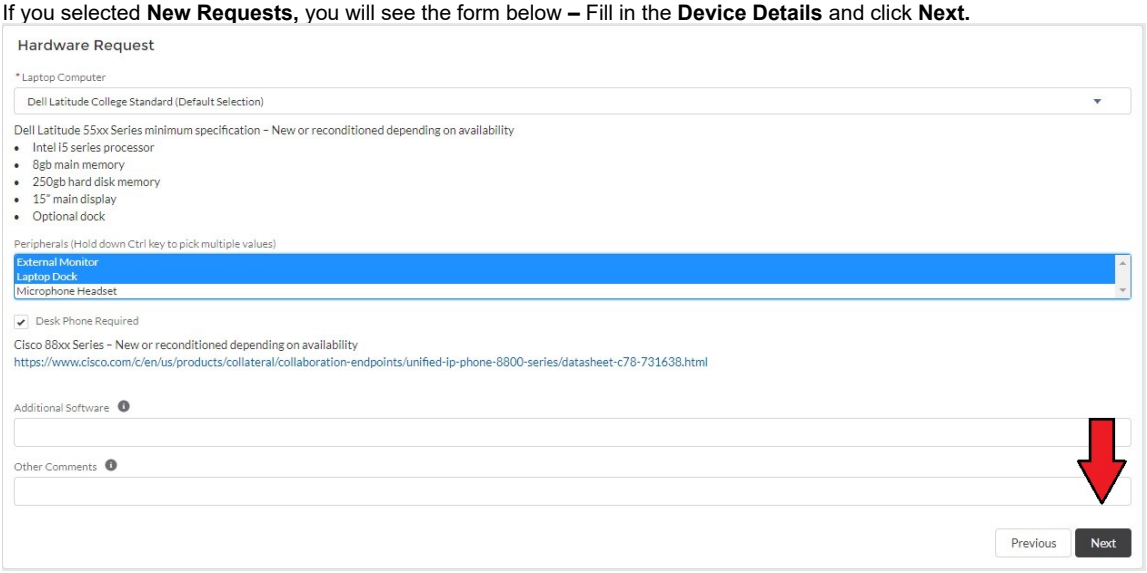
MFA Hardware Token Request – for use with Microsoft 365 Multi-Factor Authentication

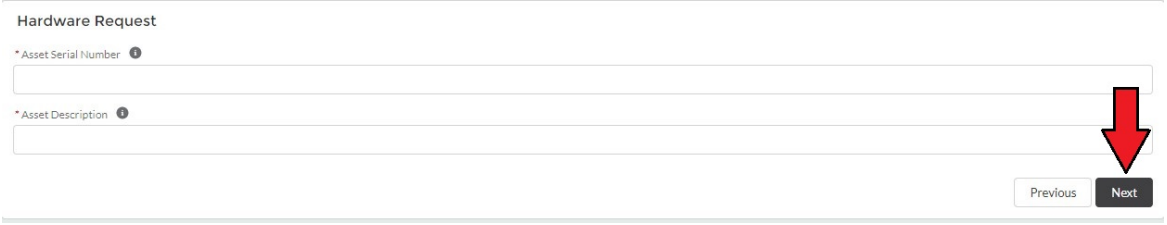
6. Fill in **Manager** and **Employee Details** and click **Next.**

7. The second page of the Form is based on the **Hardware Request Type** you selected.

If you selected **New Requests,** you will see the form below **–** Fill in the **Device Details** and click **Next.**

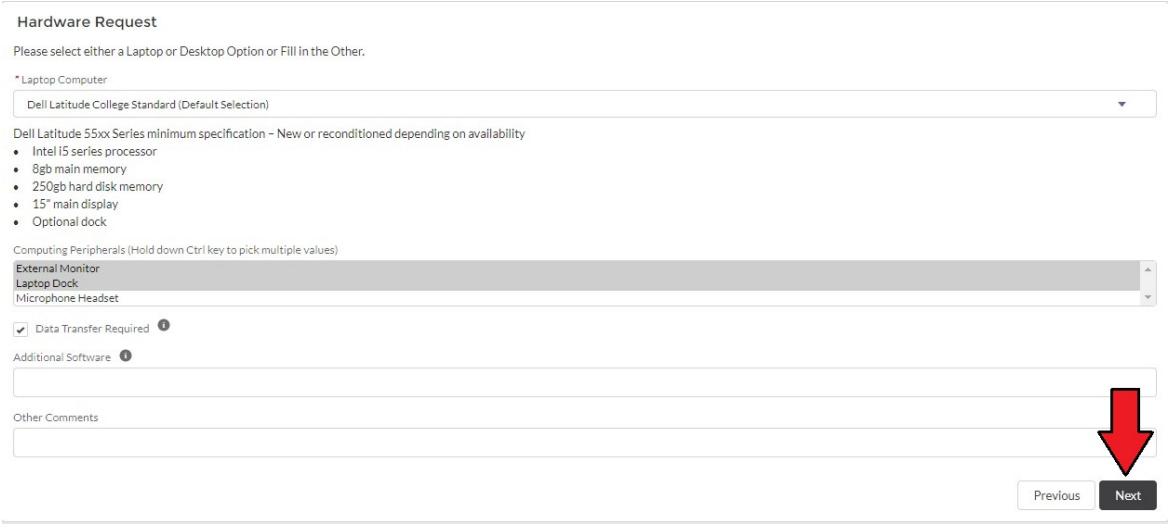


For **Return Requests** – Fill in the **Device Details** for the device you are **returning,** and Click **Next.**

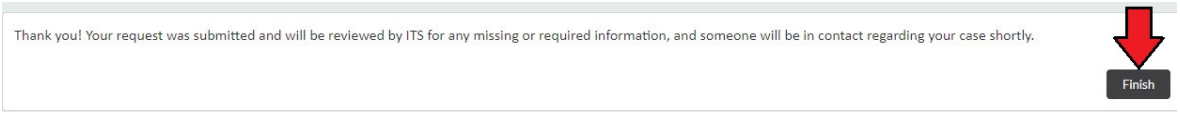


To find the Asset Serial Number – Look for the '**Algonquin College**' sticker on your device. The asset serial number is an **alphanumeric** code. **Example: 'NC 08945'**

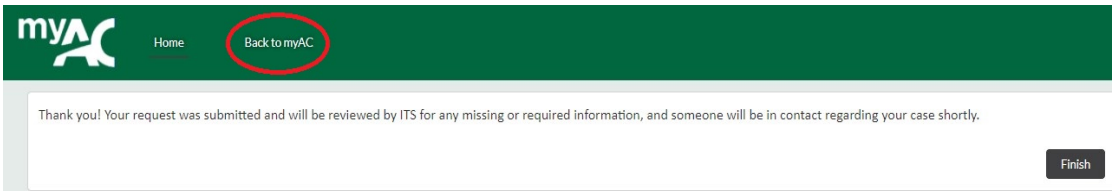
For **Evergreen Requests** – Fill in the **Device Details** of the device you are **returning**, and then Click **Next** to fill in **details** of the **replacement device**.


Hardware Request
Please select either a Laptop or Desktop Option or Fill in the Other.
* Laptop Computer
Dell Latitude College Standard (Default Selection)
Dell Latitude 55xx Series minimum specification ~ New or reconditioned depending on availability
Intel i5 series processor
8gb main memory
250gb hard disk memory
15" main display
Optional dock
Computing Peripherals (Hold down Ctrl key to pick multiple values)
External Monitor
Laptop Dock
Microphone Headset
Data Transfer Required
Additional Software
Other Comments
Previous
Next

8. Click **Finish**.


Thank you! Your request was submitted and will be reviewed by ITS for any missing or required information, and someone will be in contact regarding your case shortly.
Finish

9. The Manager will receive an email notification from ITS with the case number.
10. Click on **Back to myAC** to return to AC Employee Community Home Page.


myAC
Home
Back to myAC
Thank you! Your request was submitted and will be reviewed by ITS for any missing or required information, and someone will be in contact regarding your case shortly.
Finish

Service Manager

KB Authority

Review Due

KB Id